

CLAIMS

1. A markup language for facilitating voice-enabled communication between a voice service system and an individual comprising:

a hierarchical set of functional elements that define the capabilities of the markup

5 language, the set of elements comprising:

a dialog element that defines a unit of interaction between the voice service system and an individual;

an input element contained in the dialog element and operative to request input from an individual during execution of a voice service; and

10 an n-best list filter element operative to request verification from a list of possible matches for an audibly-uttered user response;

whereby one or more of the elements are arranged to define a voice service.

2. The markup language of claim 1 wherein the n-best list filter element operates to cause a processing system to generate a list of possible matches for a received audible utterance.

15 3. The markup language of claim 1, wherein the n-best filter element comprises a namespace attribute that stores results from a grammar that are confirmed as not matching the utterance.

4. The markup language of claim 1, wherein the n-best filter element comprises an expression attribute that specifies a portion on an input element to be confirmed with the user.

20 5. The markup language of claim 1, wherein the n-best filter element specifies a loop to go through the list of possible matches for the utterance.

6. The markup language of claim 5, wherein the n-best filter element specifies an error element to announce when a match is not found.

7. An active voice page for use in an interactive voice output comprising:

at least one dialog element contained within the container element, the dialog element

5 comprising content for delivery to an identified user during an interactive voice broadcast;

at least one input element contained within the at least one dialog element, the at least one input element defining input to be received from the identified user during the interactive voice broadcast; and

at least one n-best list filter element operative to request verification from a list of possible matches for an audibly-uttered user response.

8. The active voice page of claim 7 wherein the n-best list filter element operates to cause a processing system to generate a list of possible matches for a received audible utterance.

9. The active voice page of claim 7, wherein the n-best filter element comprises a namespace attribute that stores results from a grammar that are confirmed as not matching the utterance.

10. The active voice page of claim 7, wherein the n-best filter element comprises an expression attribute that specifies a portion on an input element to be confirmed with the user.

11. The active voice page of claim 7, wherein the n-best filter element specifies a loop to go through the list of possible matches for the utterance.

12. The active voice page of claim 11, wherein the n-best filter element specifies an error element to announce when a match is not found.

13. An interactive voice output system that dialogs with a user comprising:
a XML-based page comprising:

at least one dialog element contained within the container element, the dialog element comprising content for delivery to an identified user during an interactive voice broadcast;

at least one input element contained within the at least one dialog element, the at least one input element defining input to be received from the identified user during the interactive voice broadcast; and

at least one n-best list filter element operative to request verification from a list of possible matches for an audibly-uttered user response; and

a call server that engages a user in dialog based on the dialog element, receives input from a user and prompts the user to verify possible matches for audibly-uttered user responses that are not understood based on the XML-based page contents.

14. The interactive voice output system of claim 13 wherein the n-best list filter element operates to cause a processing system to generate a list of possible matches for a received audible utterance.

15. The interactive voice output system of claim 13, wherein the n-best filter element comprises a namespace attribute that stores results from a grammar that are confirmed as not matching the utterance.

16. The interactive voice output system of claim 13, wherein the n-best filter element comprises an expression attribute that specifies a portion on an input element to be confirmed with the user.

17. The interactive voice output system of claim 13, wherein the n-best filter element specifies a loop to go through the list of possible matches for the utterance.

18. The interactive voice output system of claim 17, wherein the n-best filter element specifies an error element to announce when a match is not found.